Annual Report | **2014–2015**

DEPARTMENT OF INFORMATION TECHNOLOGY | louisvilleky.gov

Director's Notes

FY 2015 has been a very exciting and rewarding year for the City of Louisville. Working in collaboration with other leaders of Metro Government, we have made significant advancements in innovation that are transforming how we operate as a government organization. The progress we have made has benefited the city by reducing costs, being more efficient, growing the economy, and most importantly, delivering better quality services to taxpayers.

It's our mission to enable Mayor Greg Fischer's vision to be the best city government in America. We're working diligently to do that by supporting every Metro agency in accomplishing their goals and continuously serving as a leader in a number of national-level efforts. As a result, we were recognized with a myriad of awards that showcased the hard work and dedication of our talented workforce.

I am incredibly proud of the technology team. FY 2015 was a banner year and this report highlights their outstanding accomplishments. While FY 2015 was a productive year, FY 2016 is shaping up to be even better. It is a true honor to serve this community and look forward to seeing Louisville achieve greater things next year.

— Jason Ballard, Director

FY15 Major Accomplishments

Following Mayor Fischer's mantra to continually improve service delivery to citizens, The Department of Information Technology (DoIT) undertook a series of strategic efforts to ensure that our agency is best positioned for the future.

Departmental Assessment
DoIT conducted a full review of the agency's structure, services, maturity, development, and performance.

Strategic Plan
Developed and implemented a new 3-year strategy and roadmap based on four common priorities and guiding principles that will better align Metro Government with emerging technologies, industry standards, and best practices. You can find our strategic plan here: http://services.louisvilleky.gov/media/technology/2015-doit-strategic-plan.pdf

Reorganization
In an effort to transform technology in Metro Government, we reorganized DoIT to meet future demands of business and better serve customers/citizens.

Professional Development
Our goal is for each employee to have a specific professional development plan coupled with the annual appraisal process that will provide a clear path for success and enable employees to reach their full potential.

Open Data Accomplishments
• 156 data sets now online
• One of 16 cities selected to work with the White House on data innovation for transparency & accountability in policing
• One of 8 initial cities in Bloomberg Philanthropies What Works Cities program
• Set the stage for a new platform for making open data even better

Online Services
Goal 4 in the Mayor's Strategic Plan focuses on moving more services, information, and data online on the city's award-winning website, www.louisvilleky.gov. These efforts include increasing the number of online services offered by Metro Government by 15% annual through fiscal year 2019.

Infrastructure Upgrades
DoIT started the conversion of stand-alone servers to a more efficient virtualized ecosystem made up of blade technology. The blade systems are not only faster and more energy efficient, they require a smaller footprint to support their operation.

Telephone Upgrades
We continued our conversion of 3700 phones in 92 locations to VOIP technologies. VOIP allows city government to leverage our data network for much of our telephone traffic. This dramatically reduces the amount we must pay third parties for phone service.

Staying Connected
Internet connectivity is being upgraded both inside and outside of the Metro network, resulting in a tenfold increase in capability which enables us to support new services such as the Metro Police body cameras and other cloud hosted services.

Launch of New Website
In October of 2014 a new city website was launched in an open source platform. It's easier to navigate, responsive across devices, offers a faster way to find and look up city services and has an expanded city calendar.

Wearable Video Cameras for Police Officers

In the summer of 2015, DoIT began deploying body cameras for our Metro Police officers. By the end of 2015, all 8 police divisions and nearly 1,000 officers will be operational.

Enterprise Project Management

The mission of our Program Management Office is to provide program and project management leadership, expertise, experience and training to teams for initiating, planning and guiding implementations and completions. The primary responsibilities are to manage and control the constraints by ensuring plans are implemented on schedule, within budget and within scope. Our office is working to integrate project management resources, standardize capital projects, provide visibility/transparency to leadership and citizens, cut duplication and costs and ensure the on-time delivery of IT services.

Cybersecurity

Metro Government departments and employees saw increased action and awareness around cybersecurity in fiscal year 2014-15. DoIT increased our IT security staffing by 300%, implemented a new intrusion detection system, and launched new tools and tracking systems to manage the security dashboard of the city.

Awards

DoIT is frequently recognized nationally for outstanding work in technology at the local government level, and this year was no exception:

- Louisville Metro Government finished 2nd nationally in the Digital Cities Survey and 2nd in the Best of the Web Awards for the city's website, conducted annually by the Center for Digital Government.

- MetroTV team won two Hometown Media Awards from the Alliance for Community Media, one for Overall Excellence in Governmental Access and for a video profile of Jefferson Memorial Forest's ECHO Program.

- Metro TV was honored with five awards and two honorable mentions at the annual National Association of Telecommunications Officers and Advisors (NATOA) awards in the categories of library issues, visual arts, sound, editing and lighting. The NATOA awards recognize excellence in government programming.

- Communicator of the Year Award

Vision:

To be the best city government technology agency, driving breakthroughs in innovation, growth and citizen engagement while enriching the quality of life of all residents

Mission:

Enabling city agencies, partners and citizens to meet their objectives and reach their full potential by delivering reliable, timely, cost-effective technology capabilities and quality information

Slogan:

EXPANDING possibilities

On the Horizon for Next Year

Continue to take care of our people through training, development, innovation opportunites & recognition.

Replacing and upgrading legacy business systems

Transitioning systems to cloud-based services to streamline management, reduce costs, increase mobility and improved redundancy

Boosting IT bandwidth to meet our customer's demands

Updating our current IT infrastructure, including aging wired and wireless network routing/switching/security devices to accommodate future bandwidth needs and speeds. Extending fiber cable connectivity to remote sites for faster services and reduced costs by eliminating need for commercial leased lines

Restructuring the IT annual budget to better ensure programs are sustained throughout their life-cycle

Raising cyber security awareness among all employees

Migrating metro government from outdated commercial telephone systems to network-based Voice Over Internet Protocol platform

Improving how we organize/manage electronic records and big data environment

Improving our data center and backup/recovery systems

Developing enterprise video services program for managing metro cameras, video footage, storage, and maintenance

Deploying 1,000 body cameras for Metro Police

Helping make Louisville a Google Fiber city

Working with the Kentucky Broadband Network to bring reliable, high speed internet to every county in Kentucky

Continuing to develop our service delivery model to better achieve success in IT management and operations

Testing community WIFI in Louisville's West End neighborhoods

Using dashboards to bring open data to life to improve government efficiency

Integrate new open data platform

Next-gen 911

Roll out of enterprise governance

City mobility strategy allowing for a more agile/productive workforce

Upgrading public safety and city radios to IP based systems by the end of 2016.

DoIT
by the Numbers

730 Malware events prevented using antivirus

270 Site locations

6,100 Users

3,300 Stands of fiber connecting the city's data network

1,000 Password resets per month

2 Data centers

3,000 Calls per month

328/113 Virtual/Physical servers

600TB Data stored

765TB Backup storage

3,700 Telephone/VoIP users supported

5,500 PCs, laptops and mobile devices

350 Web videos uploaded from MetroTV

160 Online services on the public website

36,000 Cubic feet of paper records at Metro Archives

250 Hours of televised Metro Council meetings covered live

15,562 Average monthly calls taken by MetroCall 311

65 Body cameras

1,000,000 Average number of pageviews to city website each month

1,000 Network devices

156 Open data sets online

9,480,000 Emails scanned

200+ Support for business systems

Leadership

Jason Ballard – Director

Jason G. Ballard is the Director of the Department of Information Technology (DoIT) for Louisville Metro Government. He serves as a senior advisor to Mayor Fischer, city government executive staff, and civic leaders on all technology matters, strategy, and capital investments. In addition, he is also responsible for leading DoIT in all facets of enterprise infrastructure, operations, security, telecommunications, client services, applications support, web/mobile capabilities, project management, policy, metro archives, media services, revenue technology, budget, acquisition, and contracting activities providing first-class services to metro area consumers.

Prior to his current position, he honorably served over 20 years in the United States Air Force where he led numerous IT organizations delivering the full-spectrum of air, space, cyber, nuclear, and intelligence capabilities around the globe. He also served as the chief information officer in two organizations, provided direct communications support to senior military and national-level leaders, and oversaw several multi-million dollar portfolios providing critical services in the defense of the nation.

Jason received his master's degree in Business Administration from Columbia Southern University and a bachelor's degree in Computer Science from Troy State University. He also holds numerous internationally recognized professional certifications in IT, space, cyber, and program management. He is married and has two children.

Tim Welsh – Deputy Director

Appointed Deputy Director of the Department of Information Technology in 2010, Tim Welsh has held positions as a strategic planning analyst, project manager and business manager during his career with Metro Government.
Prior to his service in government, Tim worked in a variety of positions in the private, non-profit and education sectors. His professional experience includes stints as the chief aide for Arturo Rodriguez at the United Farm Workers, as head of the English-language department at the German-Nicaraguan School in Managua, Nicaragua and as an expert bagel maker in Jackson Hole, WY.

Tim is a graduate of Boston College (BA, Philosophy) and Bellarmine University (MBA).

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